

CompTIA Continuing Education (CE) User Guide V13

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#### **Overview**

CompTIA A+, CompTIA Network+, CompTIA Mobility+, CompTIA Security+, CompTIA Storage+, CompTIA Cloud+ and CompTIA Advanced Security Practitioner (CASP) certifications earned January 1, 2011 or after are valid for three years from the date the certified professional was certified. The certification must be renewed within three years in order for the individual to remain certified.

Certified professionals who manually enrolled their CompTIA A+, CompTIA Network+ and or CompTIA Security+ certifications in the CE Program January 1, 2011 or after must renew within three years from the enrollment date in order to earn the "ce" designation.

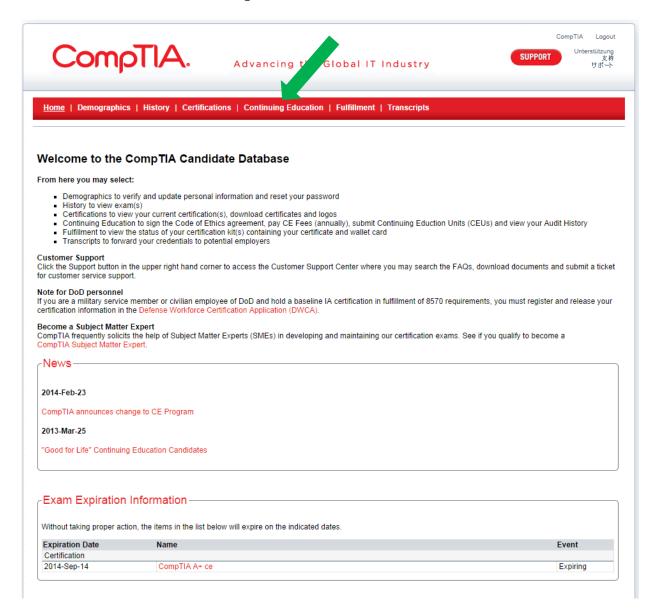
These certifications can be maintained by passing the most current CompTIA exam prior to the three-year expiration date or enrolling in CompTIA's CE Program. This initiative allows participants to keep skills and certifications current through a variety of activities that show an understanding of relevant industry knowledge.

# Where does the certified professional agree to the CompTIA Code of Ethics Policy?

1. Login to CompTIA Certification Record

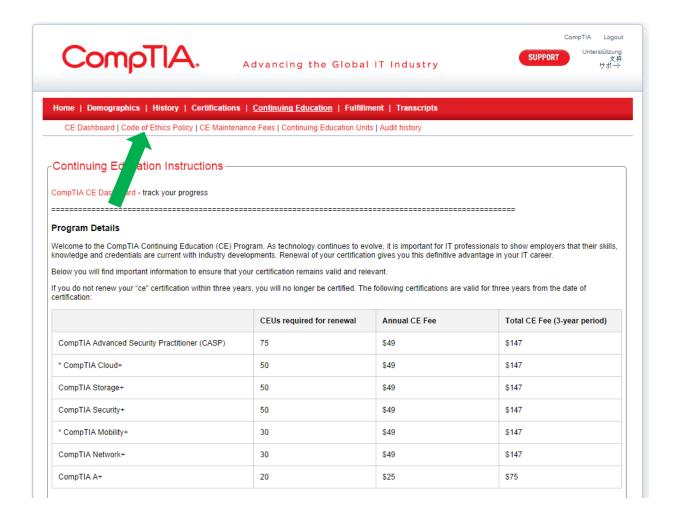


## 2. Click on the "Continuing Education" menu item



3. Click "Code of Ethics Policy" on the menu bar

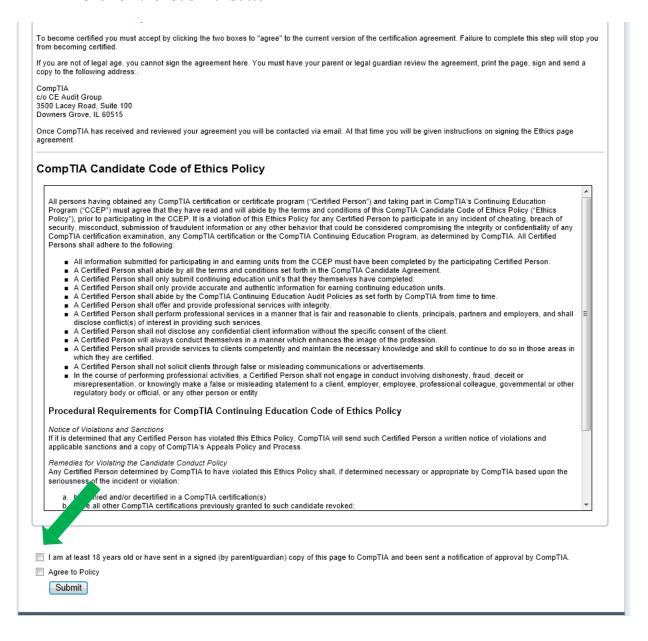
Please Note: All certified professionals must agree to the Code of Ethics Policy on an annual basis. CE Fee payments or continuing education unit (CEU) submissions cannot be completed unless the annual Code of Ethics Policy is agreed to.



Read the Code of Ethics Policy and check the boxes next to the following:

- I am at least 18 years of old
- Agree to Policy

#### 4. Click on the "Submit" button

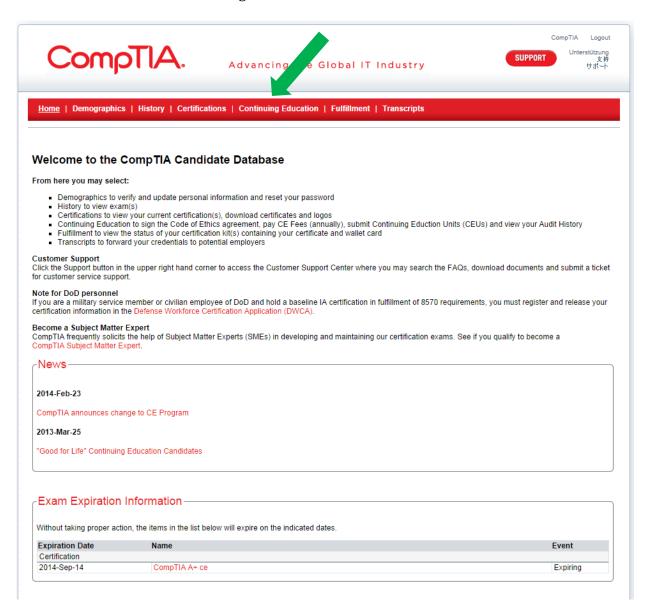


## Where do certified professionals pay their CE Fees?

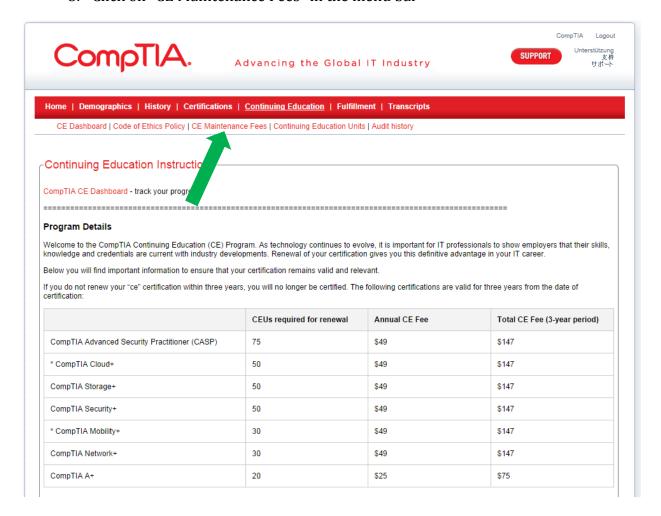
1. Login to CompTIA Certification Record



## 2. Click on the "Continuing Education" menu item



#### 3. Click on "CE Maintenance Fees" in the menu bar



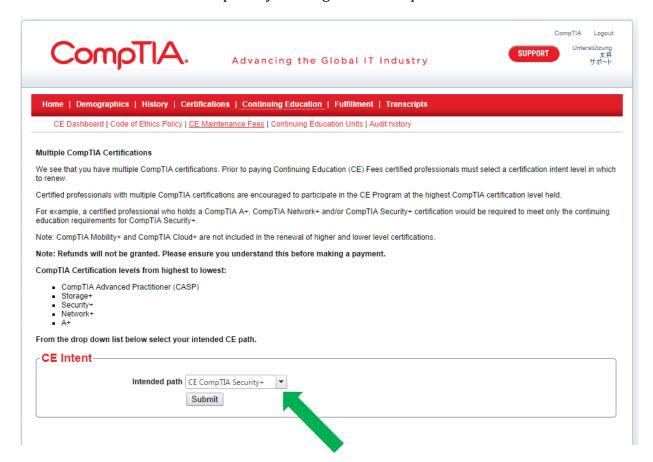
The following screen will only display if the certified professional has multiple CompTIA certifications (A+, Network+, Mobility+, Security+, Storage+, Cloud+ and/or CASP).

It is recommended that certified professionals set their intent to the highest level certification they hold. Upon completion of the CE Program certifications renewed at the highest level will renew lower level certifications as well. CompTIA CASP is considered the highest-level certification, followed by CompTIA Storage+, CompTIA Security+, CompTIA Network+ and CompTIA A+.

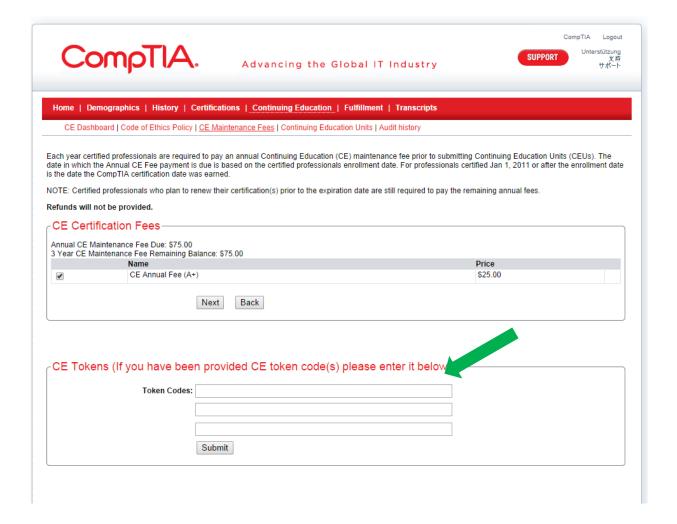
For example, a certified professional holding both CompTIA A+ and CompTIA Network+ certifications could fulfill CE requirements for both by completing only the CompTIA Network+ CE Program requirements.

Note: This is not applicable to CompTIA Cloud+ and CompTIA Mobility+.

4. Select the Intended path by clicking on the "drop-down arrow"



- 5. If the certified professional is using a CE Token to pay CE Fees, the CE Token number is to be entered in the "Tokens Codes" field.
- 6. If using multiple CE Tokens to pay CE Fees, enter one CE Token per field.
- 7. Click on the "Submit" button



A message will appear stating the Token was accepted.

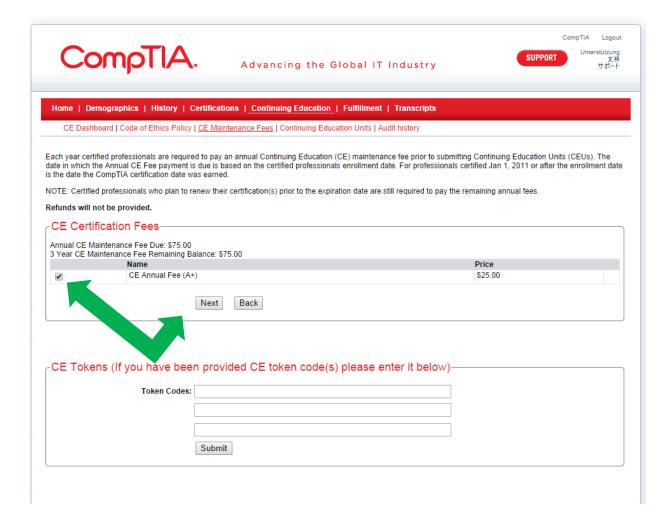


If the CE Token code was not accepted a message displays notifying the certified professional to contact their command POC.

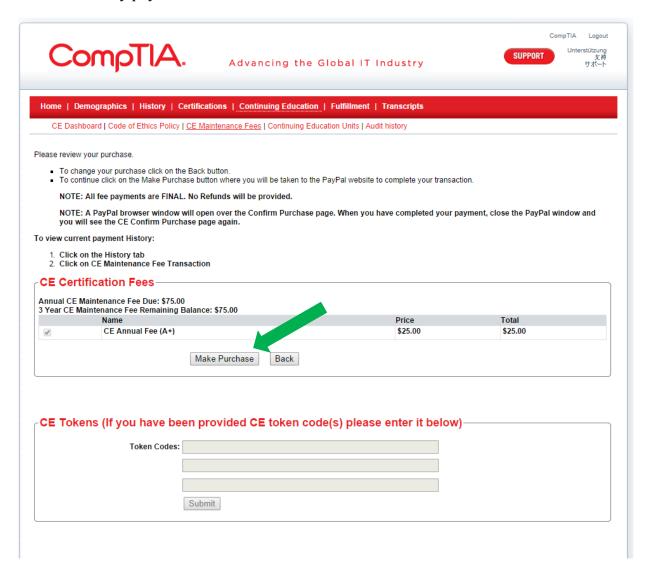


## If not using a CE Token

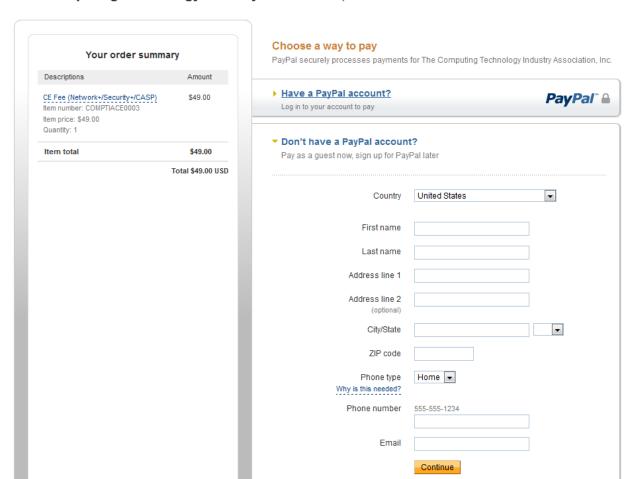
- 8. Make sure the "check box" next to CE Annual Fee is checked
- 9. Click on the "Next" button



## 10. Verify payment information and click on the "Make Purchase" button



CE Fees can be paid via a PayPal account or via American Express, Discover, Visa or MasterCard. Certified professionals need to enter demographic information to pay as a guest. This does not mean the certified professional is creating a PayPal account.

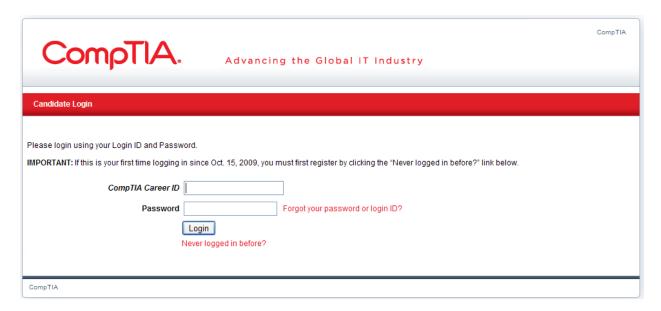


## The Computing Technology Industry Association, Inc

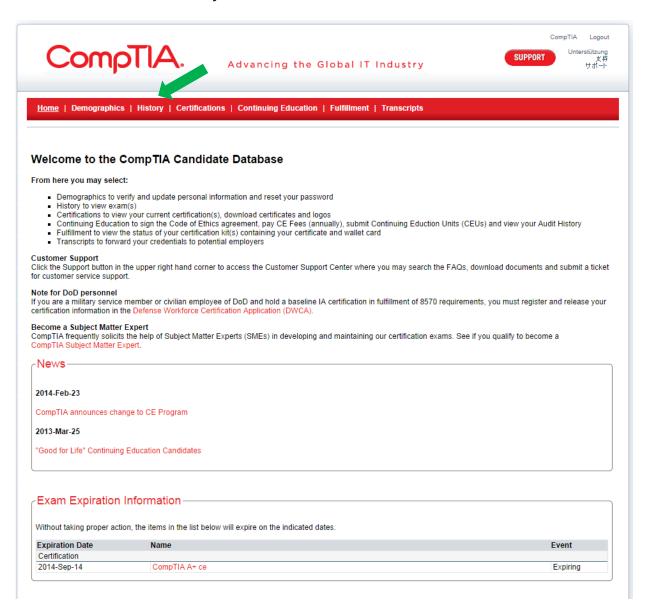
Payments processed by PavPal

## Where can a certified professional find a record of CE Fees paid?

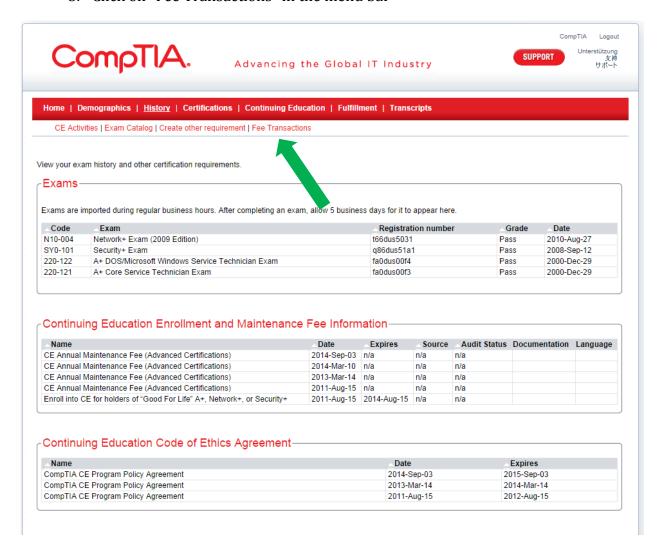
1. Login to CompTIA Certification Record



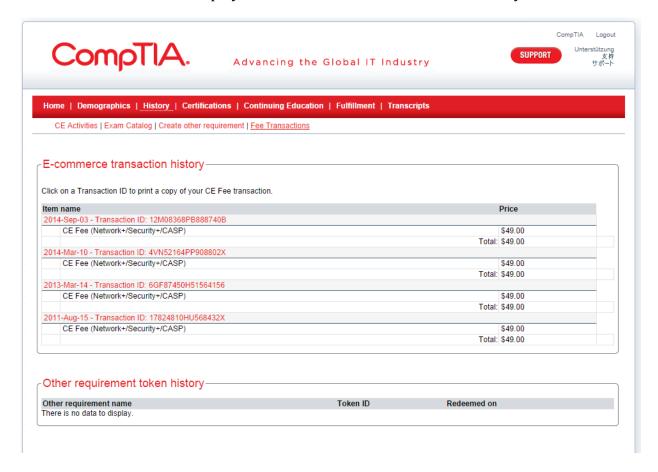
## 2. Click on the "History" menu item



#### 3. Click on "Fee Transactions" in the menu bar

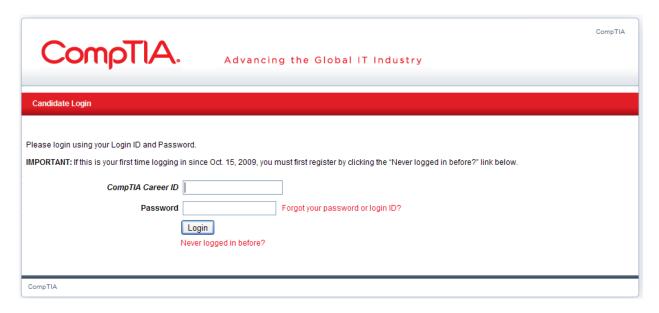


## CE Maintenance Fees are displayed in the E-commerce transaction history section

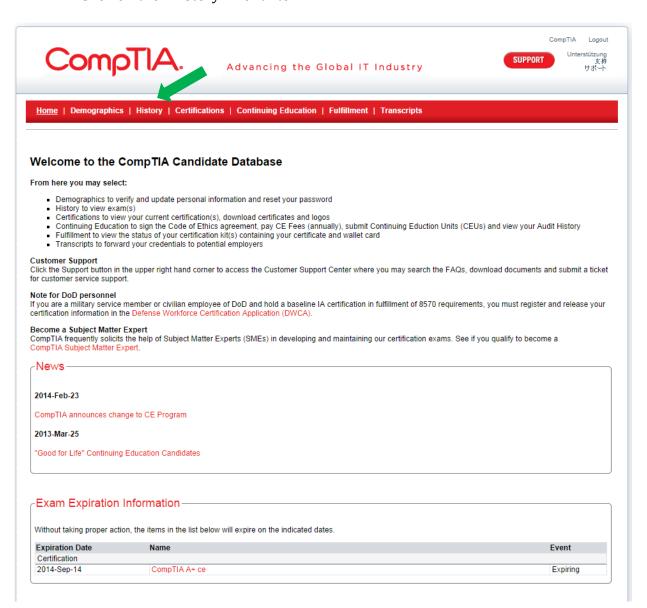


## Where can a certified professional print a copy of their CE Fee transactions?

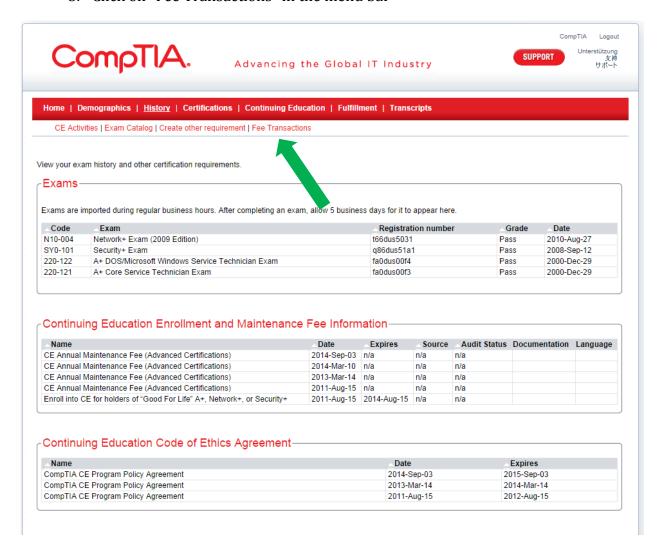
1. Login to CompTIA Certification Record



## 2. Click on the "History" menu item

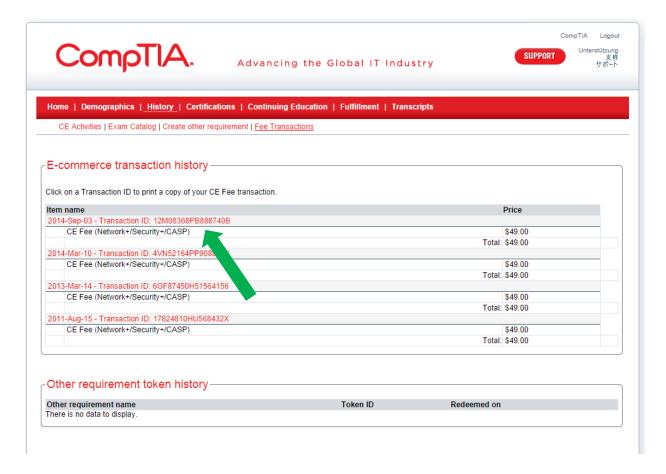


#### 3. Click on "Fee Transactions" in the menu bar

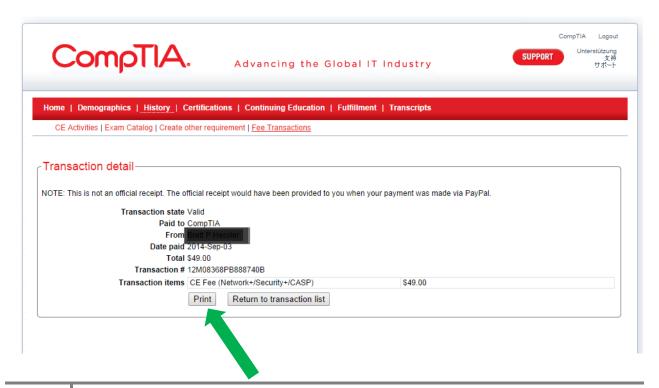


## CE Maintenance Fees are displayed in the E-commerce transaction history section

4. Click on the "Transaction ID"

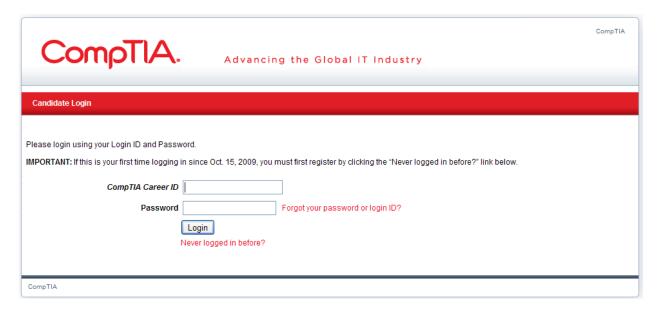


5. Click on the "Print" button

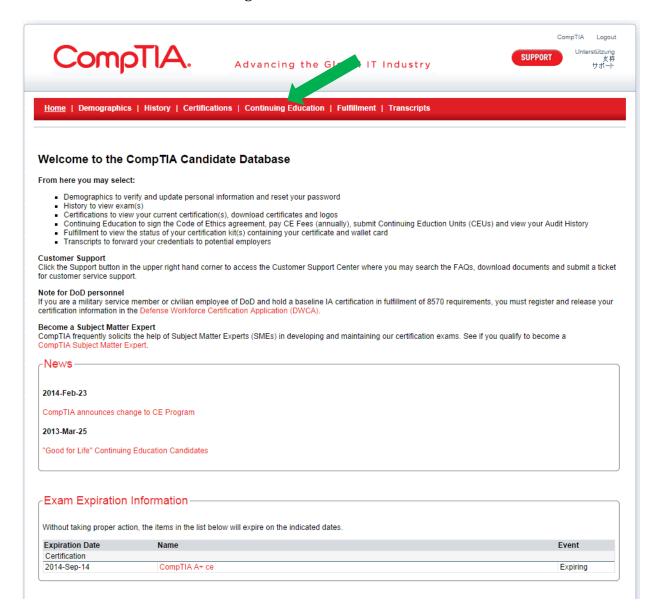


# Where do certified professionals submit Continuing Education Units (CEUs)?

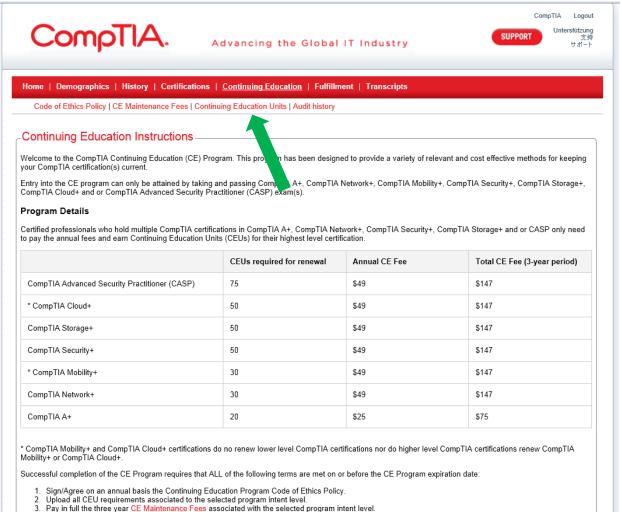
1. Login to CompTIA Certification Record



## 2. Click on the "Continuing Education" menu item



## 3. Click on "Continuing Education Units" in the menu bar



Pay in full the three year CE Maintenance Fees associated with the selected program intent level.

Important: All communications regarding the CE Program will be sent to the email address you have tied to your certification account. To ensure you receive all of the current CE Program information and notifications please keep your email address current. Email can be updated by going to the Demographics tab.

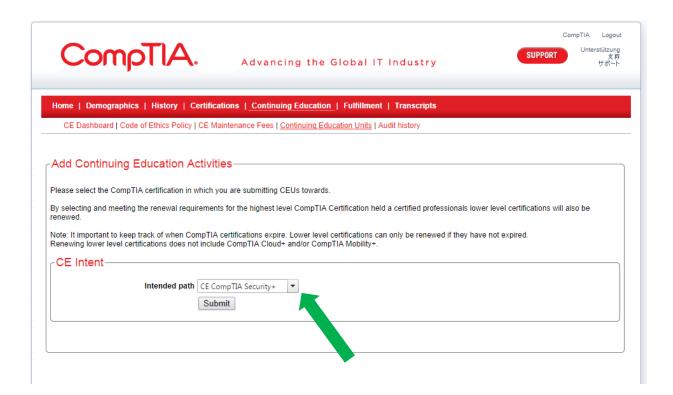
The following screen will only display if the certified professional has multiple CompTIA certifications (A+, Network+, Mobility+, Security+, Storage+, Cloud+ and/or CASP).

It is recommended that certified professionals set their intent to the highest level. Upon completion of the CE Program certifications renewed at the highest level will renew lower level certifications as well. CompTIA CASP is considered the highest-level certification, followed by CompTIA Storage+, CompTIA Security+, CompTIA Network+ and CompTIA A+.

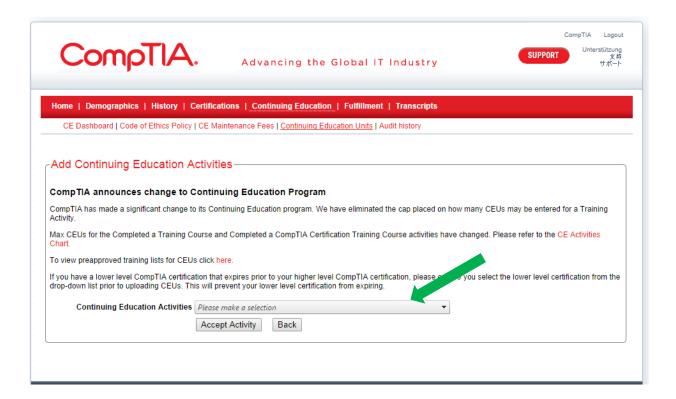
For example, a certified professional holding both CompTIA A+ and CompTIA Network+ certifications could fulfill CE requirements for both by completing only the CompTIA Network+ CE Program requirements.

Note: This is not applicable to CompTIA Cloud+ and CompTIA Mobility+.

4. Select the Intended path by clicking on the "drop-down arrow"

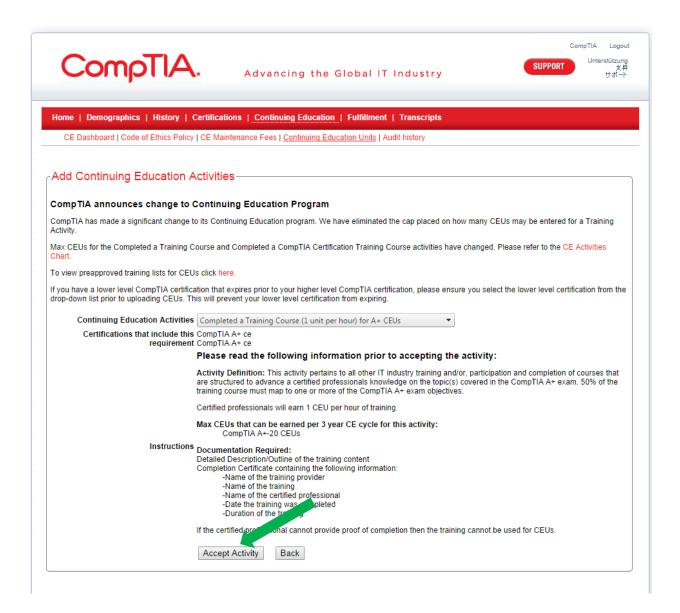


5. Click on the Continuing Education Activity "drop-down arrow" to select an activity



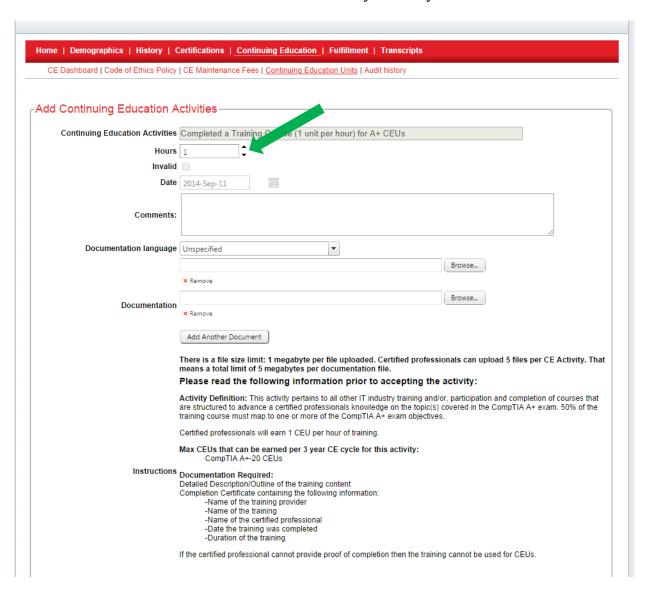
Notice the activity requirements display on the screen. Certified Professionals need to ensure they read the requirements prior to submitting.

6. Click on the "Accept Activity" button

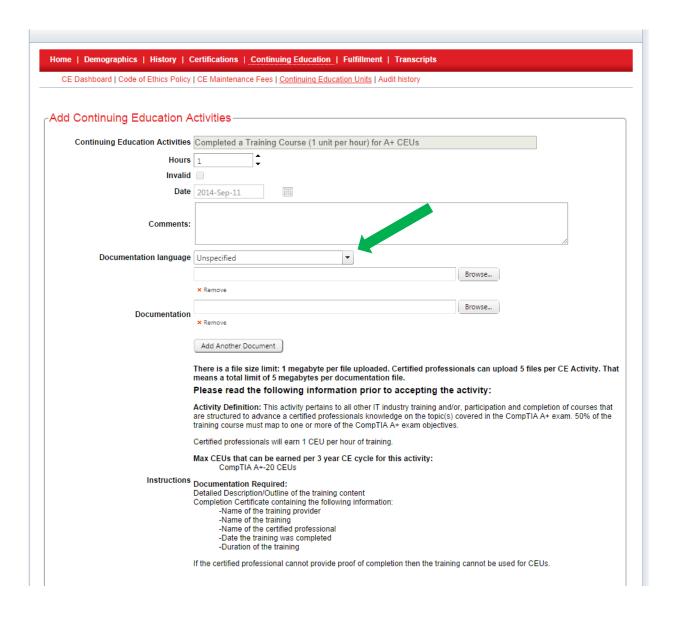


7. Select the number of CEU "Hours" for the activity
If the field does not allow certified professionals to input anything this means
the max CEUs have been met for that activity or the activity does not require a
certified professional to enter hours or years.

Please note there are max CEUs for the 3 year CE cycle on all activities.

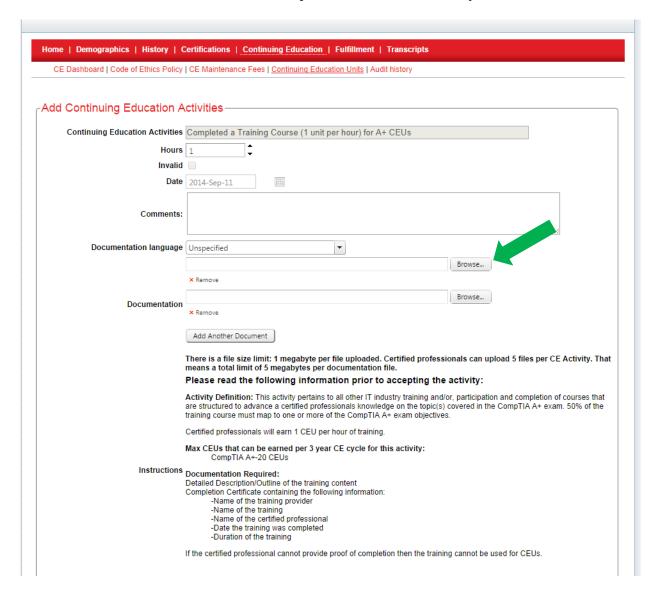


8. Click on the Documentation Language "drop-down arrow" and select the language of the documentation being submitted



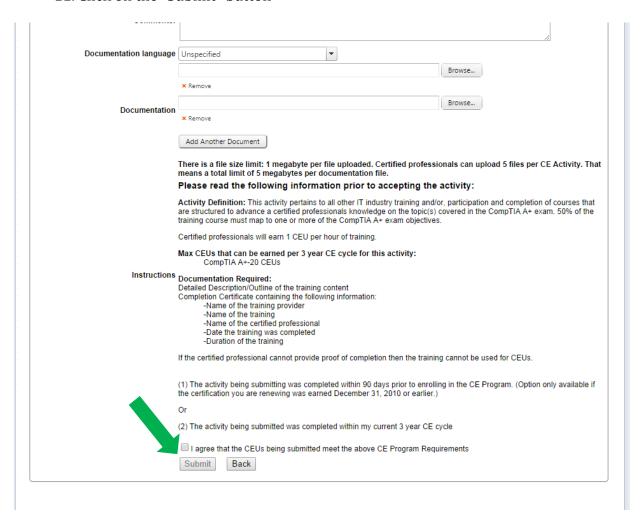
9. Click on the "Browse" button to upload CE documents. Max of 5 documents can be submitted and Max of 1 meg or less per document size

Please note the documentation requirements for the activity.



Certified must read statements 1 and 2 prior to submitting CEUs.

- 10. Click on the agree "check box"
- 11. Click on the "Submit" button

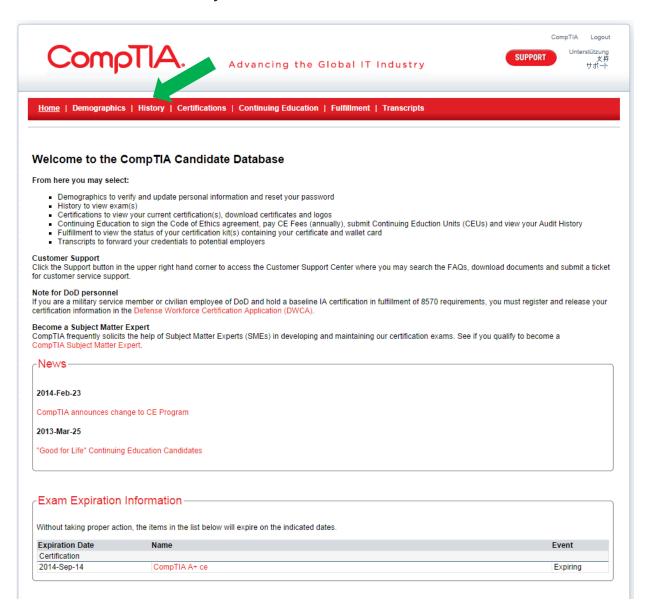


## Where can a certified professional find a record of the CEUs they have submitted?

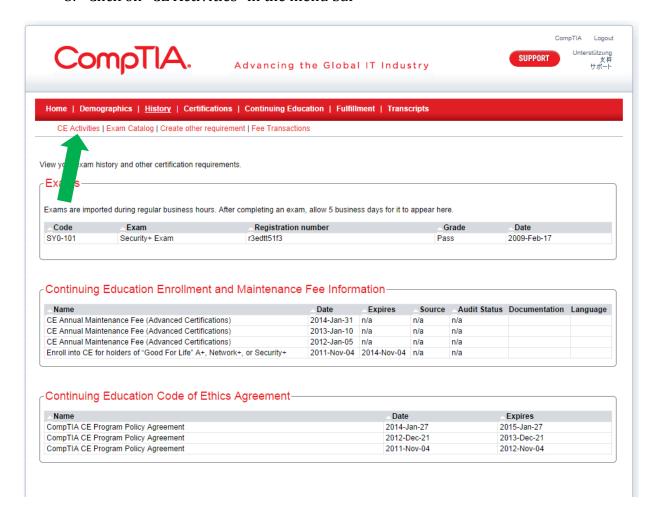
1. Login to CompTIA Certification Record



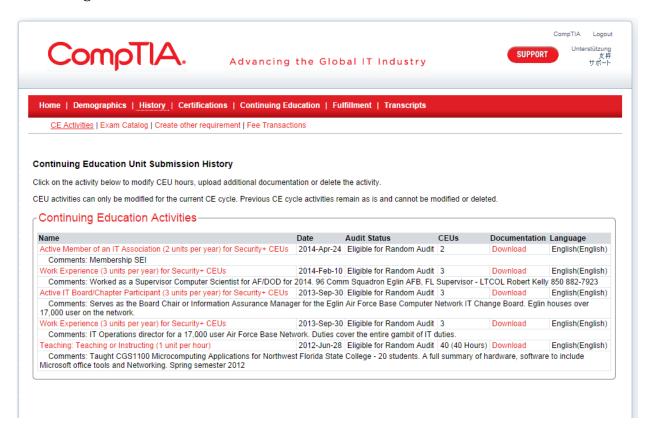
## 2. Click on the "History" menu item



#### 3. Click on "CE Activities" in the menu bar

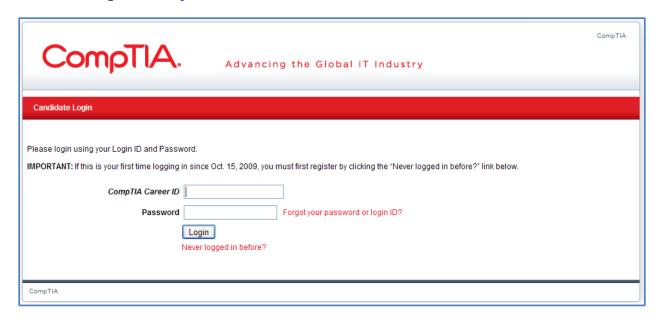


## Continuing Education activities submitted

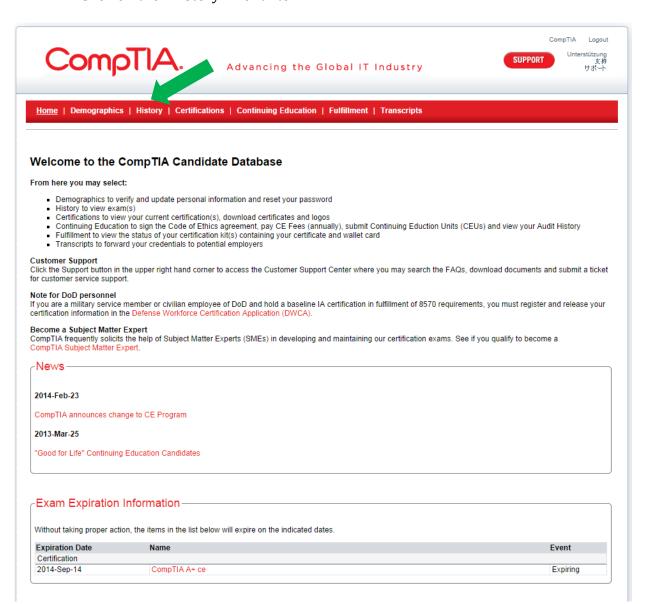


# Where can a certified professional edit previously submitted CEUs?

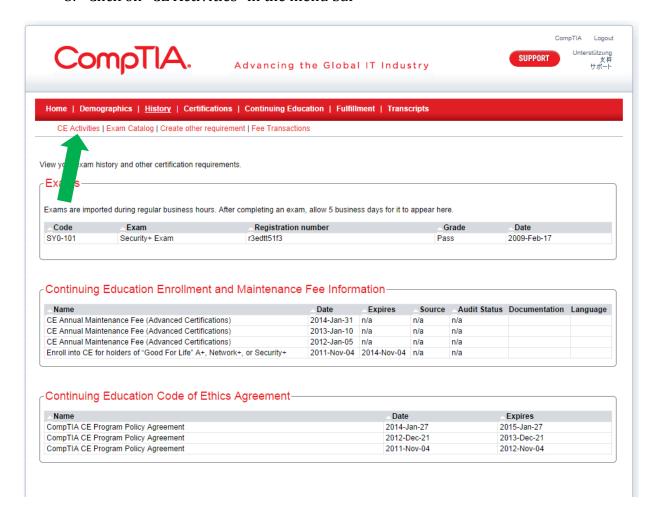
1. Login to CompTIA Certification Record



## 2. Click on the "History" menu item



#### 3. Click on "CE Activities" in the menu bar



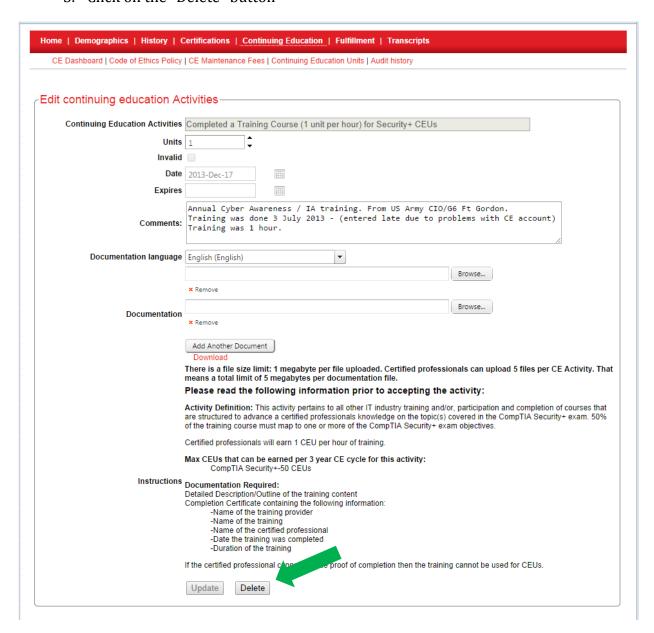
CE activities can only be modified for the current CE cycle. Previous CE cycle activities remain as is and cannot be modified or deleted.

## To delete an activity

4. Click on the "Activity title"

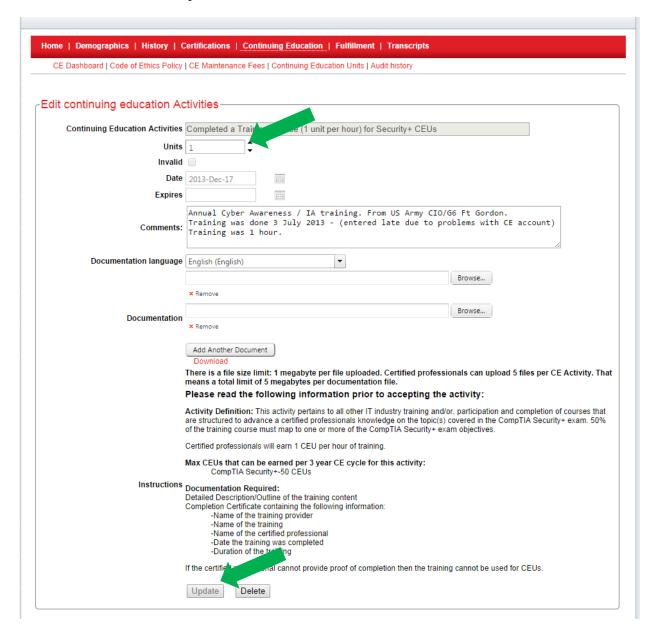


## 5. Click on the "Delete" button



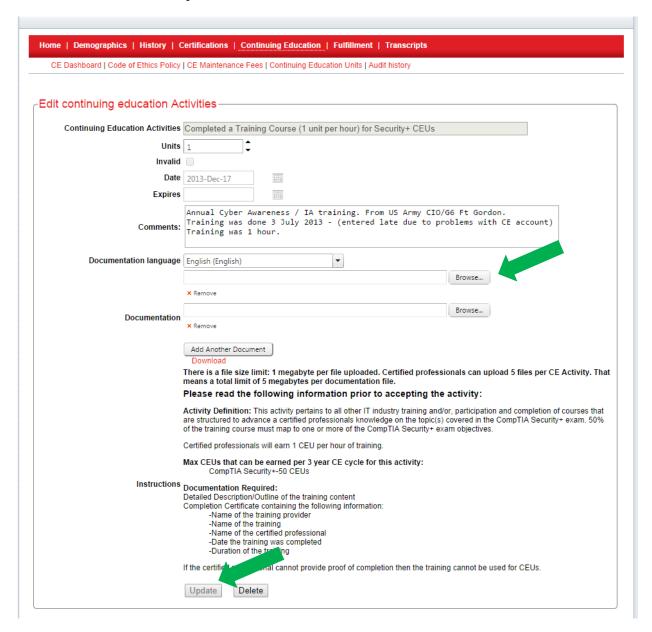
#### To change the number of CEUs

- 6. Click in the "Units" box and change the number
- 7. Click on the "Update" button



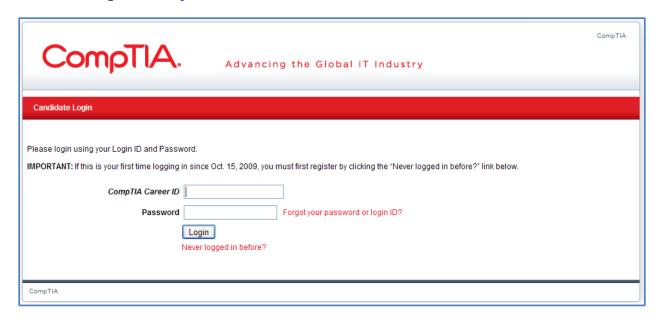
#### To upload additional documentation

- 8. Click on the "Browse" button
- 9. Add the documentation
- 10. Click on the "Update" button

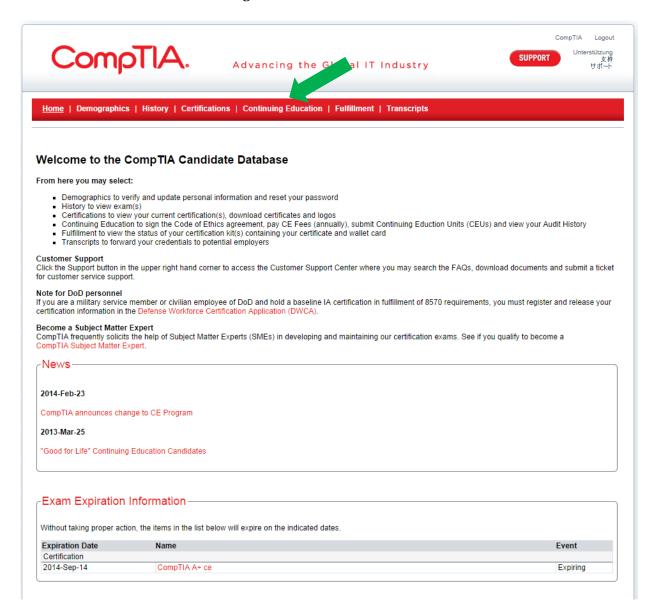


# Where can certified professionals see their overall progress?

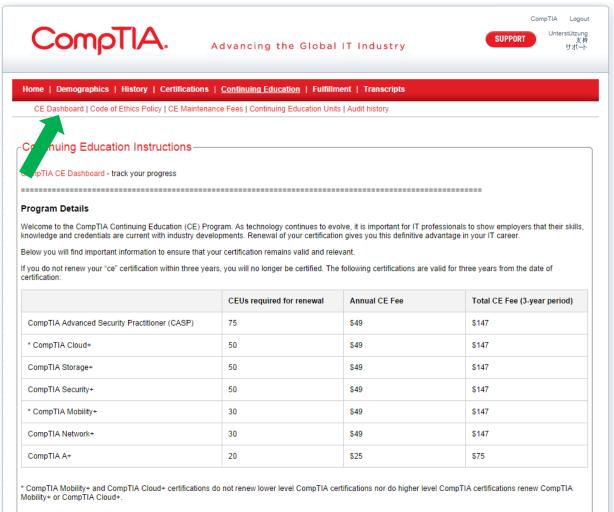
1. Login to CompTIA Certification Record



## 2. Click on the "Continuing Education" menu item



#### 3. Click on "CE Dashboard"



#### Program Requirements

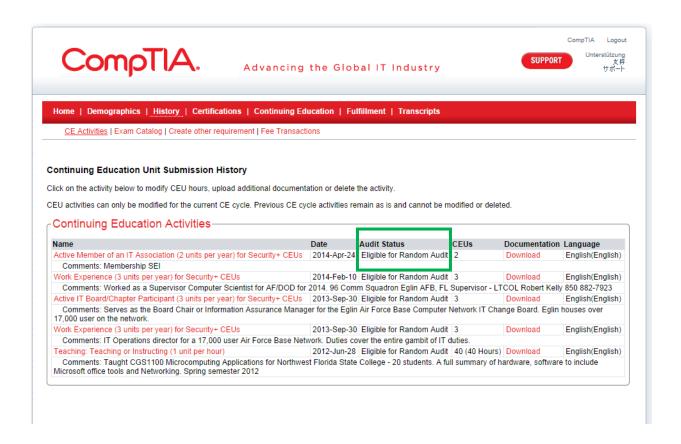
The CE Dashboard provides the certified professional with their overall progress towards renewing the CompTIA certification(s).

- CEU Progress Start Date and Expiration Date, cycle days remaining, CEUs submitted that count towards renewal, CEU total required and percentage complete
- CE Fees Annual CE Fee amount, Annual CE Fee required and Annual CE Fees paid.
- Continuing Education Code of Ethics Agreement History information



# Will certified professionals CEUs be audited?

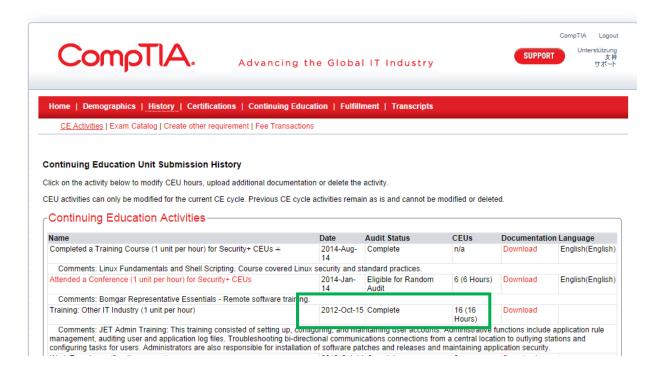
CEUs that are uploaded into a certified professional's record are automatically accepted for CEUs. The History page will display Eligible for Random Audit in the Audit Status field. This means that a certified professional's CEUs can be audited at any time. This does not mean an audit will be performed. Audits are performed randomly.



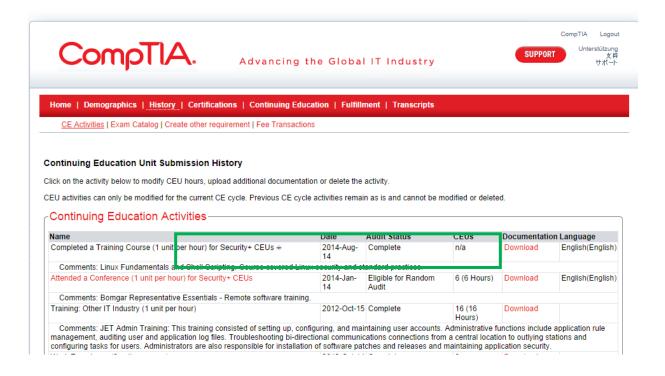
The History page will display Under Review in the Audit Status field when an individual's CEUs are in the audit queue. Certified Professionals are notified via email once an audit is complete.



The CE Activity History page will display Complete in the Audit Status field and will display CEUs in the CEUs field when the individual's CEUs were audited and approved. Certified Professionals are notified via email once an audit is complete.



The CE Activities History page will display Complete in the Audit Status field and will display N/A in CEUs field if the CEU did not pass the audit. An \* will appear after the activity name stating the activity was invalidated. Certified Professionals are notified via email once an audit is complete.



As per the <u>CompTIA Continuing Education (CE) Program Audit Policy</u>, audits are performed randomly. CompTIA is unable to guarantee a certified professional's record will be audited. If an audit is performed the certified professional will be notified via email stating an audit was performed and how to go about reviewing the results.

## **Guidelines to follow when submitting CompTIA Continuing Education Units (CEUs)**

CompTIA cannot guarantee that your record will be audited if requested. If we audit your record and we find any issues with your information, you will receive an email notifying you about the audit and instructions for reviewing the results.

All CEUs submitted are automatically accepted for CEUs. CompTIA audits a random selection of certified professionals' CE Program records to ensure that the requirements are met and follow the program's policies and procedures. You can review additional details in the CE Program Audit Policy online.

We encourage you to review all of the information available on the <u>Qualifying Activities</u> <u>Chart</u> for details regarding valid CE activities, activity descriptions, submission requirements and the maximum number of continuing education units (CEUs) per activity that can be used toward the total number of CEUs required. At least 50% of your CE activities must map to one or more of the current <u>CompTIA exam objectives</u> for the highest level CompTIA certification being renewed.

You may earn CEUs by achieving other industry certifications that qualify for partial or full CEUs requirements. Check online for a list of <u>other industry certifications</u> that will grant CEUs toward the respective CompTIA certification(s). You will also find a list of <u>preapproved training courses</u> that can be used to earn CEUs.

If you've reviewed all of the information provided regarding the Continuing Education Program and still have additional questions, you can reach our customer service team Monday to Friday at 866.835.8020, option 2, from 9 a.m. to 5 p.m. CT, or send us an online help request.